The Importance of Submitting Sales to TPI Suitcase

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Collecting, reconciling, and dispersing your hard-earned commissions is a team effort! Multiple entities are involved, and a well-thought-out process that, if followed in a timely and accurate manner, will make getting your commissions paid seamlessly! It all starts with YOU!

STEP One: Submit your sale in a timely and accurate manner.
When you receive a deposit on a booking or have confirmed a booking (for those sales that do not require a deposit), you MUST SUBMIT YOUR SALE into TPISuitcase. This is the most crucial step in the process!

You must submit your sale before TPI receives your commission from the travel partner. Please complete all fields, including if the sale is part of a group. Include the group number in the appropriate box if it is part of a group.

There are two was to submit a sale to TPI, this first is the "Long Form" (which really isn't that long) and Quick Submit. The Long Form will be for those vacations where there are multiple components. Think of a European vacation where you have one reservation for flights and hotels, four different Viator bookings and several transfers or a cruise with the cruise reservation, a pre-arrival hotel and private airport transfers. The Long Form will help you keep all of those bookings in one nice neat location.

Quick Submit is for the 'one-off' reservations such as a hotel only booking for a couple's weekend in New York City with no tours.

STEP Two: The travel partner must send TPI the commission promptly and accurately.
TPI receives commissions from our partners in a variety of ways; a physical check, ACH, wire transfer, etc. They often send us incomplete or inaccurate remittances with these commission payments, making it IMPOSSIBLE for our systems or team to match with an open-reported sale. This is one of the MANY reasons why we strongly encourage you to only book with our Preferred Partners, as we have defined a robust process with them.

- **HINT**: Hotels are the HARDEST to reconcile. Please consider utilizing one of our hotel consolidators to book individual hotels (Expedia, Bedsonline, TBO Holidays, etc.).

STEP Three: Reconcile your books OFTEN (at least once a month).
It is imperative that YOU review your open commissions at least once a month. Focus on identifying past due items based on a typical payment structure by travel type.

- **EXAMPLE**: Most cruise lines disperse FIT commissions to TPI 30 days after FINAL payment. Most final payments are due 120 days from departure.

Review your PENDING commissions. Looking for a "start date" less than 90 days out will help you determine if a commission is still pending and, most importantly, NOT dispersed to you. Check your INTERIM report FIRST – it may be on your next

disbursement. If it isn't on your interim report, this should prompt you to proceed to step four.

Travel Type	Typical Commission Payment to TPI Time Frame
Air Tickets - Issued through TPI	The day ticket is issued
Air Tickets - Purchased through a consolidator	Within 14 days of ticketing OR within 14 days of the last day of travel
Car Rental	45-60 days from the drop-off date
Cruise - FIT	30 days after the final/full payment
Cruise- Group	30 days after the sailing is complete
Hotels - Booked direct	45 – 60 days after the check-out date
Hotels - Booked thru consolidator	45 days after the check-out date
River Cruise	Within 30 days prior to sailing*
Tour Operators	30 days after the trip completion date
Travel Insurance	30 days from when the policy is issued

**The advisor is responsible for submitting each booking as it is confirmed with the travel partner. This will ensure the commission is applied to the booking accordingly.*

STEP Four: Submit a Missing Commission Inquiry

If you see a commission that should have been dispersed to you after reviewing your pending reports and interim report, you must submit a **Commission Inquiry Form**. This will often help fill the information gap or resolve mismatched entries. We will reply with "YES, we were able to match it" or "NO, we need more information from the travel partner." Our accounting team will give you instructions if need be.

- **VERY IMPORTANT**: You must submit this inquiry ASAP. If you do not submit this inquiry within 180 days of TPI receiving your commission, you FORFEIT the right to request your commission.

As you can see, it's a team effort, and over the years, we have refined this process and our technologies to help ensure we can pay you the commissions you've earned!

SIMPLE SUCCESS TIPS:

- SUBMIT YOUR SALES IMMEDIATELY! Do not wait!
- RECONCILE YOUR BOOKS monthly! It's easy to get busy and fall behind. Before you know it, you will miss the 180-day deadline and forfeit your commission.
- Click on the Education Tab is TPICore to watch videos about how to enter sales.